

2013/14 Tourism Programs and Services Catalogue





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2013/14 Tourism Programs and Services Catalogue

This catalogue is a publication of the department of Industry, Tourism and Investment (ITI) of the Government of the Northwest Territories. It summarizes the programs and services available from ITI and its partner, Northwest Territories Tourism (NWTT).

ITI and NWTT administer programs and services that provide great value to tourism operators. These include marketing and advertising opportunities with NWTT, funding assistance for product development, partnership opportunities with NWT parks and different training opportunities.

Tourism operators and potential operators are encouraged to go through the catalogue for opportunities that best fit their needs. Each program includes a brief description, the organization providing the program, and the contact details. The information is not exhaustive, operators are therefore encouraged to contact the individuals listed for detailed information on how to access the program or service.

Only programs and services that are directly provided by ITI and NWTT are included in the catalogue. There are many other programs and services not included in this catalogue that are beneficial to industry operators. Tourism operators are encouraged to contact ITI's regional tourism officers (RTO) for other opportunities available to them.

All prices are subject to change.

Buy ins occur on a first come, first served basis.



Marketing/Product Development

Tourism Product Diversification and Marketing Program

Detailed Description

The Program offers services to Tourism Businesses for expanding into new markets or developing new products. The equity requirement under this program is 15% of eligible project costs, including sweat equity.

The Program comprises the following four schedules:

- Schedule 1: Business Planning and Transition Assistance
- Schedule 2: New Product Development or Enhancement of Existing Product
- Schedule 3: Marketing Assistance for Tourism Businesses
- Schedule 4: Marketing Contributions for NWTT

Eligibility Requirements

An applicant is required to meet at least one of the following conditions in order to make an application under this Program:

1. Is an NWT business legally registered and entitled to conduct business in the NWT;
2. Is a society in good standing and registered in the NWT;
3. Is an economic development agency in the NWT;
4. Is an Aboriginal organization in the NWT;
5. Intends to start a business in which Aboriginal cultural tourism is a significant component;
6. Represents a group of separate businesses or operations intending to develop a market-ready Tourism Product Package; or
7. Is a Destination Marketing Organization in the NWT.

Fee

There is no fee for this program.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

For detailed program
information, visit:
[www.iti.gov.nt.ca/tourismparks/
productdiversification.shtml](http://www.iti.gov.nt.ca/tourismparks/productdiversification.shtml)

Product Development

Cultural Interpretation

Detailed Description

The Cultural Interpretation Program is intended to offer visitors to NWT Territorial Parks the opportunity to experience unique aspects of the local culture and surrounding environment in a natural park setting.

The Program provides funding to local contractors who offer a variety of services to the public. These services include interpretive nature walks, cultural demonstrations and arts and crafts based workshops.

Eligibility Requirements

Arrangements are typically made with the existing Park operator. However, any individual or organization interested in this program is encouraged to contact their local ITI office to discuss additional details.

Fee

There is no fee for this program.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Dehcho Region
867-695-7500

Sahtu Region
867-587-7171

South Slave Region
867-872-6430

Product Development

Community Tourism Infrastructure Contribution Program

Detailed Description

The Community Tourism Infrastructure Contribution (CTIC) Program provides funding to community governments and non-government organizations to support new and innovative infrastructure projects. The projects must support tourism in communities and promote nearby parks and natural attractions.

The goals of the Program are to:

- Increase the attractiveness of NWT communities to visitors;
- Encourage partnerships between non-government organizations and private industry in the tourism sector;
- Increase the use of communications technology in tourism products;
- Create opportunities for the local economy and residents through the enhancement of tourism operations at the community level.

Funding available:

- Projects up to \$50,000
 - May receive a maximum contribution of 75% of the total budget (up to \$37,500 per applicant).
- Projects over \$50,000
 - May receive a maximum contribution of 50% (up to \$50,000 per applicant).

Eligibility Requirements

The following criteria must be met:

- A. Projects must align with the community tourism plan where applicable. If there is no community tourism plan in place, the applicant must demonstrate that they have support from the community.
- B. The project must provide positive tourism benefits to the community and surrounding area.

Proposals must demonstrate that:

- Your organization operates on a non-profit basis and works to benefit the tourism industry and local economy in your community.
- Your project will increase the attraction of your community to visitors.
- Your project enhances partnerships between non-government community groups and the private sector tourism industry.
- There are resources available for any operating costs related to the project.

If this is a multi-year project, future resources can be leveraged from other sources.

Contact Details

Contact your regional ITI office:

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

For detailed program information, visit: www.iti.gov.nt.ca/tourismparks/communitytourism.shtml

Fee

There is no fee for this program.

Support for Entrepreneurs and Economic Development (SEED) Policy

Detailed Description

The SEED Policy includes several categories in which tourism operators may be eligible to apply for funding. It provides financial support for entrepreneurs looking to start a business or improve their capacity or skills as well as communities seeking to expand their local economies.

Eligibility Requirements

All NWT registered businesses are eligible for assistance under the SEED Entrepreneur Support category. Applicants will be required to demonstrate need and financial sustainability. To receive assistance from the SEED Policy, entrepreneurs must demonstrate that the project will:

- Diversify the NWT and community economies;
- Establish or expand NWT businesses in support of employment and value added activities;
- Improve business knowledge and capacity; and
- Investigate new sector opportunities.

Fee

There is no fee for this program.

Contact Details

Contact your regional ITI office.

North Slave Region
867-873-6109

Inuvik Region
867-777-7321

Sahtu Region
867-587-3018

Dehcho Region
867-695-7501

South Slave Region
867-872-4628

For detailed program information,
visit: www.itigov.nt.ca/business-economicdevelopment/seed.shtml

Training

Welcome NWT

Detailed Description

The Welcome NWT Program emphasizes important aspects of quality customer service training

- Tourism Awareness
- Quality Service
- Northwest Territories Community Awareness

The Program is an informative, three-hour training seminar that emphasizes the importance of treating each customer as a very important individual - the key to business success. As well, interesting NWT facts are presented during the seminar, which help service staff answer questions that visitors may have.

Eligibility Requirements

None.

Fee

Cost of instructor and materials.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

For detailed program information,
visit: www.iti.gov.nt.ca/tourismparks/tourismtraining.shtml

NorthernMost Host

Detailed Description

NorthernMost Host is a one-day customer service workshop designed to help frontline staff to understand customer expectations, communicate more effectively, deal with challenging customers, increase sales, and act as ambassadors for their business, community and territory.

Eligibility Requirements

None.

Fee

Cost of instructor and materials.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

For detailed program information,
visit: www.iti.gov.nt.ca/tourismparks/tourismtraining.shtml

Marine Safety Training

Detailed Description

Funding for boat safety, drowning prevention training and first aid training. ITI organizes courses for the tourism industry on an on demand basis.

Eligibility Requirements

Valid Tourism Operator License holders.

Fee

There is no fee for this program.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

Training

Tourism Training Funding

Detailed Description

The Tourism Training Fund is application-based and individuals and businesses in any sector of the tourism industry in the NWT can apply (except the aviation industry).

Priority list for funding consideration:

1. Valid Tourism Operator Licence holders;
2. Non-government Visitor Information Centre;
3. Accommodations Sector; and
4. Individuals, businesses, collectives, not-for-profit tourism associations or organizations engaged in the tourism sector.

Up to 75% of training costs can be covered (to a maximum of \$3,000 for individuals and \$6,000 for a group).

Eligibility Requirements

The Tourism Training Fund is available to assist individuals and businesses with short-term training (less than 12 weeks), related to tourism.

Eligible training could be:

- in-person courses or workshops
- on-line courses
- correspondence courses

Eligible costs may include:

- instructor/tuition fees
- airfare or ground transportation
- accommodations
- course materials

Funding must have prior approval before starting any training. Costs will be reimbursed upon evidence of successful completion of training.

Fee

There is no fee for this program.

Contact Details

Contact your regional ITI office.

North Slave Region
867-920-8967

Inuvik Region
867-777-7196

Sahtu Region
867-587-7171

Dehcho Region
867-695-7500

South Slave Region
867-872-6430

For detailed program information,
visit: www.iti.gov.nt.ca/tourismparks/tourismtraining.shtml

Marketing Business Listing

Tourism Business Listings Online and Print

Detailed Description

All tourism businesses can have a complimentary listing on the spectacularnwt.com website, in the annual Explorers' Guide and, if applicable, the annual Sportsmen's Guide.

The online listing is active and can be updated as needed. This listing includes photos and links to the tourism business website or social media sites.

In the print and online format, members are identified with an "M" symbol beside their business name. NWTT members get preferred status on the website and in the Explorers' Guide.

Eligibility Requirements

To get preferred status in the print and online listings a tourism business must be a member of NWTT.

Though a membership can be purchased or renewed at any time, it expires on March 31 each year.

Contact Details

Membership Services
NWTT
867-873-5007 ext.221
membership@spectacularnwt.com

Fee

The annual membership fee is \$150 plus GST for preferred status in the listings.

Marketing Print Advertising

Canadian Aurora Press

Detailed Description

The Canadian Aurora Press is a publication that is distributed quarterly in Japan. 5,000 copies are distributed by Milepost Consultants on behalf of NWTT. The publication is used to promote NWTT Operators and Industry Partners.

Eligibility Requirements

Must be an active member of NWTT.

Fee

\$500 per 1/8 page advertisement (10 available).
Includes standard ad design and translation.

The publication is printed and distributed four times/year.

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Marketing Print Advertising

Milepost Publication

Detailed Description

The Milepost is an extensive guide book covering Alaska, the Yukon, the NWT, and British Columbia. NWTT places one full page ad in the annual guide book.

Eligibility Requirements

Must be an active member of NWTT

Fee

\$500 per 1/8 page advertisement

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Globe and Mail

Detailed Description

The Globe and Mail ad campaign is the major print campaign NWTT runs each year. The ads appear over seven weeks in the Saturday travel section. Typically, two ads will appear prior to Christmas and five in the new year. This section boasts over 1.1 million readers on Saturdays alone. This cooperative marketing opportunity is a great way to purchase advertising in a national newspaper for a fraction of the cost.

Eligibility Requirements

Must be an active member of NWTT

Fee

Large Ad Listing: \$2500
Operator Listing: \$550 each (5 available)
Small Banner: \$750

This cost includes ad design and members can purchase multiple spots on any one ad for maximum exposure (based on first come, first served and availability).

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

NWTT Explorers' Guide

Detailed Description

The Explorers' Guide is the go-to publication for visitors planning a trip to the NWT. About 45,000 copies of the annual publication are printed and it is also available to view/download from the NWTT website.

Contact Details

Kellett Communications
NWTT's Agency of Record
867-669-9344
nwtguides@kellett.nt.ca

Eligibility Requirements

Anyone can advertise in the Explorers' Guide but NWTT members receive a 10% discount.

Fee

Prices:

Back Cover:	\$5,500	Full Page:	\$3,500	Quarter Page:	\$900
Inside Front:	\$4,500	Half Page:	\$1,850	Sixth Page:	\$700
Inside Back:	\$4,500	Third Page:	\$1,250	Twelfth Page:	\$375
Page Three:	\$4,295				

*Multi-booking discounts are available.
Deadline: September 15, 2013.
Distribution: 45,000 print copies;
40,515 online views (Numbers from 2012)

NWTT Sportsmen's Guide

Detailed Description

The NWTT Sportsmen's Guide is the new format for hunting and fishing information. 2013 is the first year that the information has been combined in one publication. About 10,000 copies of the annual publication are printed and it is also available to view/download from the NWTT website.

Contact Details

Kellett Communications
NWTT's Agency of Record
867-669-9344
nwtguides@kellett.nt.ca

Eligibility Requirements

Anyone can advertise in the Sportsmen's Guide but NWTT members receive a 10% discount.

Fee

Prices:

Back Cover:	\$3,272	Full Page:	\$2,295	Quarter Page:	\$889
Inside Front:	\$2,859	Half Page:	\$1,559	Sixth Page:	\$690
Inside Back:	\$2,654	Third Page:	\$1,095	Twelfth Page:	\$359
Page Three:	\$2,445				

*Multi-booking discounts are available.
Deadline: September 15, 2013.
Distribution: 10,000 print copies;
1,775 online views (Numbers from 2012)

Marketing Print Advertising

NWTT Meeting and Conference Planner

Detailed Description

The NWTT Meeting and Conference Planner is an event planning aid that breaks down the NWT by region and offers information on accommodations, catering, conference coordinators and facilities. 1,000 copies of the annual publication are printed and it is also available to view/download from the NWTT website.

Contact Details

Kellett Communications
NWTT's Agency of Record
867-669-9344
nwtguides@kellett.nt.ca

Eligibility Requirements

Anyone can advertise in the Meeting and Conference Planner but NWTT members receive a 10% discount.

Fee

Prices:

Back Cover:	\$1,875	Full Page:	\$1,225	Quarter Page:	\$645
Inside Front:	\$1,695	Half Page:	\$995	Sixth Page:	\$530
Inside Back:	\$1,554	Third Page:	\$795	Twelfth Page:	\$295
Page Three:	\$1,445				

*Multi-booking discounts are available.
Deadline: September 15, 2013.
Distribution: 1,000 print copies
1,606 online views (Numbers from 2012)

Guide De L'Explorateur

Detailed Description

This is the French version of the NWTT Explorers' Guide, complete with information on how to travel to the territory, the regions, things to see and do, and tour operators. 3,000 copies of the annual publication are printed and it is also available to view/download from the NWTT website.

Contact Details

Kellett Communications
NWTT's Agency of Record
867-669-9344
nwtguides@kellett.nt.ca

Eligibility Requirements

Anyone can advertise in the Guide De L'Explorateur.
NWTT members receive a 10% discount.

Fee

Prices:

Back Cover: \$1,875

Inside Front: \$1,695

Inside Back: \$1,554

Page Three: \$1,445

Full Page: \$1,225

Half Page: \$995

Third Page: \$795

Quarter Page: \$645

Sixth Page: \$530

Twelfth Page: \$295

* Multi-booking discounts are available.
Deadline: September 15, 2013.
Distribution: 3,000 print copies
(Numbers from 2012)

Flatsheets

Detailed Description

An operator flatsheet is a professionally designed one page promotional sheet (double sided). It includes photos, package content and prices and contact information. These sheets are distributed by NWTT at events such as Rendez-vous Canada, Aurora Week, and other special events. Operators can also print and distribute the sheets on their own.

Contact Details

Marketing Director
NWTT
867-873-5007 ext.224
marketing@spectacularnwt.com

Eligibility Requirements

Must be an active member of NWTT.

Fee

\$500

(Includes design fees)

Marketing Web Advertising

NWTT website homepage

Detailed Description

Spectacularnwt.com provides an unparalleled platform to promote NWT tour operators and industry partners to North American and international markets by redirecting web traffic to individual websites. Different sizes and ad locations are available.

Some key metrics spectacularnwt.com generates:

- 47,835 page impressions, monthly*
- 10,183 unique visitors, monthly*
- 56,198 "jump-offs" to NWT tour operator and industry partner websites**

Eligibility Requirements

Must be an active member of NWTT.

Contact Details

Marketing and Partnerships
Coordinator

NWTT

867-873-5007 ext.228

advertising@spectacularnwt.com

Fee

One month: \$295

Three months: \$745

Six months: \$1195 includes single
frame ad design (\$150 value)

12 months: \$1795 includes 3-frame
animated ad design (\$300 value)

Marketing Consumer Show

International Sportsmen's Expo, Sacramento

Detailed Description

Sacramento, California

Early January

Show attendance: 30,000-40,000

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,030

*Savings of 30-35% when booked with NWTT

Contact Details

Marketing and Partnerships

Coordinator

NWTT

867-873-5007 ext.228

advertising@spectacularnwt.com

Quartzsite RV Show

Detailed Description

Quartzsite, Arizona
Mid-late January

Show attendance: 150,000

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,295

*Savings of 30-35% when booked with NWTT

Toronto Outdoor Adventure Show

Detailed Description

Toronto, Ontario
Late February

Show attendance: 28,000

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,350

*Savings of 30-35% when booked with NWTT

Marketing Consumer Show

Vancouver Outdoor Adventure Show

Detailed Description

Vancouver, British Columbia
Early March

Show attendance: 19,000

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,100

*Savings of 30-35% when booked with NWTT

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Calgary Outdoor Adventure Show

Detailed Description

Calgary, Alberta
Late March

Show attendance: 13,000

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,150

*Savings of 30-35% when booked with NWTT

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Edmonton Boat and Sportsmen's Show

Detailed Description

Edmonton, Alberta
Mid March

Show attendance: 43,000

Contact Details

Marketing and Partnerships
Coordinator
NWTT
867-873-5007 ext.228
advertising@spectacularnwt.com

Eligibility Requirements

Must be an active member of NWTT to receive discounted rate.

Fee

Cost: \$1,000

*Savings of 30-35% when booked with NWT Tourism

Marketing Familiarization Tours

Media

Detailed Description

Familiarization (FAM) tours for qualified media from North America and overseas markets are coordinated by NWTT's Communications Coordinator to showcase the NWT and generate media coverage of tourism product in the NWT.

Media FAM tours occur year-round and include journalists, photographers and videographers, TV crews, etc. from around the world. Coverage may include print, web, radio or TV.

Contact Details

Communications Coordinator
NWTT
867-873-5007 ext.226
communications@spectacularnwt.com

Eligibility Requirements

Active members of NWTT are given priority for FAM tour participation.

Fee

Must be willing to provide tours/accommodations at a discounted rate or complimentary.

Marketing Familiarization Tours

Travel Trade

Detailed Description

Familiarization (FAM) tours for qualified Travel Trade from North America and overseas markets are coordinated by NWTT's Marketing Director to showcase the NWT. Travel trade FAMs occur year-round.

Eligibility Requirements

Must be an active member of NWTT and a member of the Travel Trade Program.

Fee

The Travel Trade recover their costs and make their fee by selling your packages. They take your "Net 20" and "Net 25" rates and charge the customer the retail price. The net rate allows them to keep 20-25% of the retail cost and you, as the tourism company, receive 75-80% of your retail rate for these customers. As a result, you do not pay for any advertising or other promotional expenses and you receive customers at 75-80% of your full price.

Contact Details

Marketing Director
NWTT
867-873-5007 ext.224
marketing@spectacularnwt.com

Marketing Events and Conferences

GoMedia Annual Conference

Detailed Description

GoMedia is an event hosted by the Canadian Tourism Commission (CTC) that brings international travel media from their markets to one Canadian location to meet with media professionals from across the country.

The NWTT Communications Coordinator has scheduled appointments with media where they discuss story ideas, what is new, itineraries and possible story themes. These meetings may result in published stories on the NWT, future media FAM tours, etc.

The Communications Coordinator prepares a flatsheet for these meetings with new tourism product and other newsworthy story possibilities from across the NWT.

Eligibility Requirements

The Communications Coordinator for NWTT attends this annual event on behalf of NWTT members. NWTT members with new tourism product and/or newsworthy story possibilities can contact the Communications Coordinator to be included in the featured product.

Contact Details

Communications Coordinator
NWTT
867-873-5007 ext.226
communications@spectacularnwt.com

Fee

Registration: \$2,100
Annual attendance: 120 media
GoMedia flatsheet: there is no fee. The criteria to be included are: new product and/or newsworthy story possibilities.

Rendez-vous Canada (RVC)

Detailed Description

RVC is Canada's premier international tourism marketplace connecting international buyers with Canadian sellers of tourism products during 12-minute pre-scheduled appointments and networking events.

Eligibility Requirements

Must be an active member of NWTT and a member of the Travel Trade Program.

Operators/destinations with export-ready product that are prepared to enter into contract with buyers (provide wholesale net rates to be honoured for the duration of a contract).

Contact Details

Marketing Director
NWTT
867-873-5007 ext.224
marketing@spectacularnwt.com
867-873-5007 ext.228

Fee

None.

International Tourism Bourse (ITB)

Detailed Description

ITB is the world's leading travel trade show. The Canadian Pavilion is organized by the Canadian Tourism Commission (CTC) and business appointments are organized with targeted travel trade.

Eligibility Requirements

The Marketing Director for NWTT attends this annual event on behalf of NWTT members.

Fee

None.

Contact Details

Marketing Director
NWTT
867-873-5007 ext.224
marketing@spectacularnwt.com

Marketing Events and Conferences

NWTT Conference and AGM

Detailed Description

The NWTT Conference and AGM is held at the beginning of November each year. It is held in Yellowknife for two consecutive years and then in another NWT community (dependent on Expression of Interest submissions).

The event was created to celebrate the successes of the industry, network, highlight presentations on varying tourism-related topics, and discuss changes in the tourism industry.

During the annual general meeting, board members are voted in and advocacy issues are discussed and voted upon.

The conference typically lasts 2-3 days and is followed by a gala dinner and industry awards on the last evening.

Eligibility Requirements

Must be an active member of NWTT.

Contact Details

Communications Coordinator
NWTT
867-873-5007 ext.226
communications@spectacularnwt.com

Fee

Registration fees for the conference are:
NWTT Members: \$200
Non-Members: \$300
Day Pass: \$150
Guest (dinner only): \$100
The AGM is free for members to attend. Partnership opportunities are available ranging from \$100-\$7,500.

Association of Canadian Travel Agents Golf Tournament (ACTA)

Detailed Description

This golf tournament takes place in early September, typically in a city in Alberta.

The event is attended by travel agents from across Canada and is a great networking event for NWTT. ACTA hosts a dinner following the golf tournament and NWTT has partnered with the event which gives us the opportunity to speak at the dinner.

Eligibility Requirements

The NWTT sales agent for North America attends this event on behalf of NWT Tourism members; however, members are also invited to attend.

Fee

Partnership opportunities are available.

Contact Details

Marketing Director

Fee

Partnership opportunities are available.

Annual NWTT Golf Tournament

Detailed Description

The NWTT golf tournament takes place mid-June each year and moves from one community to another (dependent on Expression of Interest submissions).

It is open to all tourism members to celebrate the successes of the year and network while enjoying a fun day on the golf course. Dinner is typically followed by live and silent auctions.

Eligibility Requirements

None.

Fee

\$75 fee for golf and dinner

Partnership opportunities available ranging from \$50 - \$1,500+

Contact Details

Marketing and Partnerships

Coordinator

NWTT

867-873-5007 ext.228

advertising@spectacularnwt.com

Marketing

Fulfillment/Call Centre

Detailed Description

The NWTT Call Centre takes calls and emails from people during regular hours of operation on behalf of members. They send out NWTT guides to visitor centres as well as to individuals who request the information (which include member listings). Members can also log in to the website to generate sales leads and statistics.

Eligibility Requirements

Must be an active member of NWTT.

Contact Details

Call Centre Coordinator

NWTT

867-873-5007 ext.229

callcentre@spectacularnwt.com

Fee

None.





